



Storyboard

Adding and Ending Relative Caregiver Program (RCP) Episodes (Paid or Non-Paid)

This storyboard demonstrates how to enter and end Relative Caregiver Program (RCP) Episodes (Paid or Non-Paid). It also demonstrates how to enter a Consultation, Need and Action Step for the services.

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About Relative Caregiver Program (RCP)

The **Relative Caregiver Program (RCP)** is an option available for relatives to care for non-custodial youth who require out-of-home care. This allows for the relatives to receive supportive services to prevent youth age 18 and under from entering and/or reentering state custody. This extends to age 19 if the youth will complete high school or any equivalent vocation/technical training before age 20.

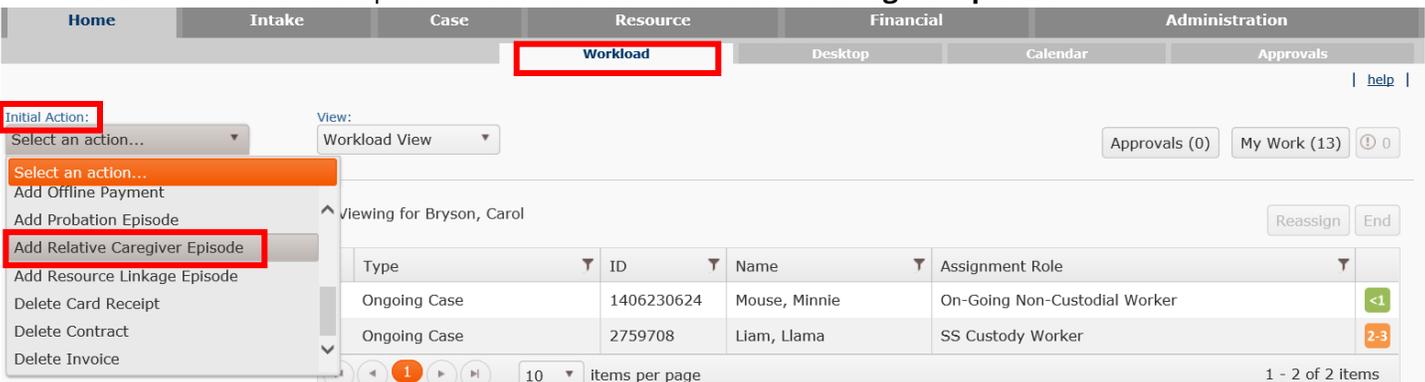
Step 1: Entering Relative Caregiver Episode for Paid or Non-Paid Services

The **Add Relative Caregiver Episode** may be created from **two** locations in TFACTS, depending if the youth already exists or not in TFACTS. There are also **three** different instances noted below which will determine the location where the episodes will be created.

1. If the youth is member of an open ongoing/family case, from the **Workload** tab, click to expand the **Ongoing Case**, then click **Person Overview** icon
 - a. From the **Person Home Page**, click **Quick Actions** drop-down list
 - b. Select **Add Relative Caregiver Episode**
 - c. Skip to number 4 below



2. If youth is a member of an open or closed ongoing/family case, from the **Workload** screen, click the **Initial Actions** drop-down list and select **Add Relative Caregiver Episode**



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- a. On the **Person Search Criteria** screen, search for youth using the criteria, such as Name and SSN, or Name and DOB, etc...
 - b. Click **Search**
 - c. Click **choose** if youth is found in search results; then skip to number 4 below
 - d. If youth **is not** found, click **Add Person** – the **Person Information** screen displays
 - i. **Name Type** – select **Reported** from drop-down list
 - ii. Enter **Name, Gender, DOB, SSN & Address** and any other identifying information provided
 - iii. Click **Save** – the **Add Relative Caregiver Episode** screen displays; note the new **Person ID** created for the youth and displays in the **Person Header**
 - iv. Skip to number 4 below
3. If the youth is a member of a closed ongoing/family case, the episode may be created from either location, **Workload** tab or **Person Home Page** as instructed in the numbers 1 and 2 above
 4. To create the episode, from the **Add Relative Caregiver Episode screen**, enter the following required fields:
 - a. **Begin Date** – enter date (may not be a future date)
 - b. **Assign To** - enter worker assigned (Last Name, First Name)
 - c. **Assignment Role** – select **Relative Caregiver Worker** from drop-down list
 5. Click **Save**

Note: If the youth was not already a member of an open or closed ongoing/family case, the **Relative Caregiver Episode** will link to and create a new case, which may be seen in the **TFACTS History – Case History** link. If the youth was already a member of an ongoing/family case, the **Relative Caregiver Episode** will link and open (if not currently open) to the existing case in TFACTS of which the youth is a member.

Note: The **Relative Caregiver Episode** may now be selected and viewed from three locations in TFACTS as follows:

1. From the **Electronic Case File** on the **Person Home Page** – click **select** to view

Person Home Page

Person: Mouse, Minnie (8169424)
DOB/Age: 04/21/2006 (14 Yrs)
Address:
Contact: (615) 907-7415
Current Location: 4455 BENDERS FERRY Rd MOUNT JULIET, TN 37122 (Mt. Juliet Academy (Omni Visions Inc) (Level 3 Continuum Special Needs))

Person Links

[TFACTS History](#) [Monthly Summary](#) [Documents](#)
[Person Association](#) [Assignment History](#) [Packets](#)

Quick Actions: Select an action...

Electronic Case File [+more](#)

	Su	Mo	Tu	We	Th	Fr	Sa
	28	1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20

	03/01/2021	
select	Relative Caregiver Episode	
select	FSS Episode	
select	Progress Review Custody - Scheduled for 05/03/2021	

2. From the **Workload** screen, the **Relative Caregiver Episode**/assignment will display – click to view

Initial Action: Select an action... View: Workload View Approvals (0) My Work (13) 0

Viewing for Bryson, Carol Reassign End

Type	ID	Name	Assignment Role
Ongoing Case	1425960633	Andersc	ive Caregiver Worker
Ongoing Case	1406230624	Mouse,	ioing Non-Custodial Worker
Ongoing Case	1406230624	Mouse, Minnie	Relative Caregiver Worker

3. From within the ongoing family case, the **Relative Caregiver** episode will display from the **Non-Custody** link

Non-Custody Episodes

Episode Type	Episode Begin Date	Episode End Date	Origination
Relative Caregiver	03/01/2021		

1 - 1 of 1 Items

Non-Custody

Step 2: Entering Relative Caregiver Episodes for Sibling Groups

Note: To eliminate creating duplicate cases, it is very important when entering **Relative Caregiver Episodes** for sibling groups, to **first ensure all** sibling(s) are added to the **Members** tab of the existing **Ongoing/Family Case** as follows:

1. From the **Person Home Page** for the first sibling, click **TFACTS History** link – the **Person Overview** screen displays

Person Home Page

Person: Mouse, Minnie (8169424)
DOB/Age: 04/21/2006 (14 Yrs)
Address:
Contact: (615) 907-7415
Current Location: 4455 BENDERS FERRY Rd MOUNT JULIET, TN 37122 (Mt. Juliet Academy (Omni Visions Inc) (Level 3 Continuum Special Needs))

Person Links

TFACTS History Monthly Summary Documents
 Person Association Assignment History Packets

2. Click the plus sign to expand the list and click the case for the existing **Ongoing Case** - the **Case Overview** screen displays for the existing **Ongoing Case**

Person Overview

Person Header
 Name: Mouse, Minnie Gender: FEMALE DOB: 04/21/2006
 Person ID: 8169424 SSN: ***-**-1432 Age: 14 Yrs

TFACTS History

Case History (3)

Case ID	Case Name	Case Type	Case Status	Case Status Date	Organization
1406230624	Mouse, Minnie	Ongoing	Open	12/08/2020	Mid Cumberland Region
2708395	Tidwel	Ongoing	Open	04/29/2020	Mid Cumberland Region
2838850	Tidwel	Ongoing	Closed	02/22/2018	Mid Cumberland Region

3. Click **View Case Information** - the **Case Detail** tab displays

Case Overview

Case Header
 Case ID: 1406230624 Case Name: Mouse, Minnie Case Status: Open Organization: Mid Cumberland Region

Case Overview -
 Case Actions
[View Case Information](#)
[View Case Status History](#)
[Linked/Associated Cases](#)
[Case Summary](#)

Case Address
 1335 BRADYVILLE PIKE, APT D202
 MURFREESBORO, TN 37130

Hazards
 Hazard Type Person/Address
 No current Hazards have been identified

Assignment Information
 Assignment History

Organization	Employee Name Supervisor Name	Assignment Role	Child/Youth Name
DCS Central Office	Bryson, Carol Goff, Brenda	On-Going Non-Custodial Worker	Mouse, Minnie
Mid Cumberland Region	Parker, Marta M Caseworker, Nancy	CPS Investigation Worker	Mouse, Minnie

4. Click **Members** tab - the **Case Member List** screen displays

5. Click **Add Member** - the **Person Search Criteria** screen displays

Case Detail **Members** Relationships Associated Persons

Case Header
 Case ID: 1406230624 Case Name: Mouse, Minnie Case Status: Open Organization: Mid Cumberland Region

Case Member List
 Warning: Changing the Case Reference Person (CRP) will change the Case Name and Case Address

[View Member History](#)

	CRP	Person ID	Name	DOB	Gender	Begin Date	
select	<input checked="" type="radio"/>	8169424	Mouse, Minnie	04/21/2006	Female	07/01/2020	delete
select	<input type="radio"/>	118108991	Av...	11/17/1993	Female	07/01/2020	delete
select	<input type="radio"/>	116515988	Tidw...	01/06/2018	Male	07/01/2020	delete
select	<input type="radio"/>	119472925	Tidw...		Female	12/08/2020	delete

Add Member Copy Address

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- Search for youth using the criteria, such as name and SSN, name, and DOB, etc.
- Click **Search**
- Click **choose** if youth is found in search results; if youth is not found, click **Add Person** at the bottom of the screen – the **Person Information** screen displays

choose	select	85237	Muise [RW]	WILLIAMS HOLLOW RD, MC EWEN, TN 37101 (map)	Female		
choose	select	37104	Barry [RW]	ARYLAND AVE, BRISTOL, TN 37620 (map) -764-2374	Female	06/22/1960 Age: 60	XXX-XX-3158
choose	select	40555	Barry	W TRINITY LN, NASHVILLE, TN 37218 (map) -589-6246	Male	07/09/1943 Age: 77	
choose	select	47326	Burk, [RB]		Male		
choose	select	92835	Dumi [RB]	N Interstate Highway 35 APT 1134, Austin, TX 78953 (unverified map)	Male	11/02/2002 Age: 18	

Results Page: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Close [Add Person](#)

- Name Type** – select **Reported** from drop-down list
- Enter **Name, Gender, DOB, SSN & Address**, and any other identifying information provided
- Click **Apply** – **Person ID** displays in the **Person Header**

Basic
Demographics
Address
Add'l
Background
Safety Hazard

Per Name: **Mouse, Mary**
Gender: FEMALE
DOB: 02/02/2000

Person ID: **120282961**
SSN: XXX-XX-2106
Age: 1821 Yrs

Education
Financial
Legal History
Military History

Health
Person Characteristics
AFCARS Summary
Merge History

Person Information

Name Type: Reported

Prefix:

First Name: Mary Middle Name 1: Middle Name 2: Middle Name 3:

Last Name: Mouse Suffix: [Populate Additional Name](#)

Gender: Female

DOB: 02/02/2004 Age: 17 years 1 months 17 days

Estimated Age: Day(s) Month(s) Year(s)

Birth City: Birth County: Birth State: Birth Country:

Tennessee Resident: US Citizen: Legal Alien Status: If not U.S. Citizen, where?:

Driver's License #: Issue State: Expiration:

SSN Applied for: SSN Applied for Date: Stop SSA Validation: No

SSA Validation: 03/19/2021 Revalidate SSA: No SSA Validation Failed Reason: [SSA Validation Details](#)

Safety Hazard Exists IPA Exists Environmental Hazard Exists Absconder

Additional Names

Name Type	Prefix	First Name	Middle Name(s)	Last Name	Suffix
Add Additional Name					

Apply
Save
Cancel

- Click **Address** tab – add address and contact info, if known

Basic
Demographics
Address
Add'l
Background
Safety Hazard

Person Header Name: **Mouse, Mary**
Gender: FEMALE
DOB: 02/02/2004

Person ID: **120282960**
SSN: *****-**-2106**
Age: 17 Yrs

Education
Financial
Legal History
Military History

Health
Person Characteristics
AFCARS Summary
Merge History

Person Information

Name Type: Reported

Prefix:

First Name: Mary Middle Name 1: Middle Name 2: Middle Name 3:

13. Click **Save** – the **Members** tab is returned and displays the new sibling

Note: Even though the added sibling displays on this tab, it is **very important** to also click **Apply** to begin adding the next sibling or click Save

14. Click **Add Member** to add additional siblings, - repeat numbers 5-13 above for each additional sibling

15. If no other siblings to add, click the name link for the sibling just added – the **Person Home Page** for the new sibling displays

The screenshot shows the 'Members' tab in the TFACTS interface. At the top, there are tabs for 'Case Detail', 'Members' (highlighted with a red box), 'Relationships', and 'Associated Persons'. Below the tabs, the 'Case Header' displays: Case ID: 1406230624, Case Name: Mouse, Minnie, Case Status: Open, and Organization: Mid Cumberland Region. A warning message states: 'Warning: Changing the Case Reference Person (CRP) will change the Case Name and Case Address'. Below this is a 'Case Member List' table with columns: CRP, Person ID, Name, DOB, Gender, and Begin Date. The table contains five rows of member data. At the bottom left of the table, the 'Add Member' button is highlighted with a red box. Below the table are buttons for 'Apply', 'Save', and 'Cancel'.

CRP	Person ID	Name	DOB	Gender	Begin Date
<input checked="" type="radio"/>	8169424	Mou	04/21/2006	Female	07/01/2020
<input type="radio"/>	118108991	Ave	11/17/1993	Female	07/01/2020
<input type="radio"/>	120282960	Mouse, Mary	02/02/2004	Female	03/19/2021
<input type="radio"/>	116515988	Tidv	01/06/2018	Male	07/01/2020
<input type="radio"/>	119472925	Tidw		Female	12/08/2020

Note: Refer to number 1 above to create **Relative Caregiver Episode** from the **Person Home Page** for each sibling.

Step 3: Add Consultation

The following describes how to add needed case service requests related to the **Relative Caregiver Episodes**.

1. From the **Person Home Page** for the youth, click **Quick Actions** drop-down list
2. Select **Add Consultation** – the **Consultation** screen displays

The screenshot shows the 'Person Home Page' for Minnie Mouse. The page header includes 'Person: Mouse, Minnie (8169424)', 'DOB/Age: 04/21/2006 (14 Yrs)', and 'Address: Rd MOUNT JULIET, TN'. A 'Quick Actions' dropdown menu is open, showing various options. The 'Add Consultation' option is highlighted with a red box. Other options in the menu include 'Delete CFTM', 'Hold CFTM', 'Schedule CFTM', 'Add Collateral Contact', 'Add Crisis Management', 'Add Emergency', 'Add External Assessment', 'Add FCIP Episode', 'End FSS Episode', and 'Add Health Service Confirmation'.

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3. **Consultation Date** – enter date – may not be a future date
4. **Consultation Type** – select type from drop-down list
5. **Consultation Time** – select or enter time
6. **Participants** –
 - a. Select role of **Child Concerning** for the Role drop-down list
 - b. Click **Add** to add any siblings who will also be receiving the RCP services
 - c. Click **Add** to add worker and supervisor – this confirms the communication and approval between worker and supervisor – the **Add Participants** screen displays

The screenshot shows the 'Consultation' form. At the top, there are three fields: 'Consultation Date' with a date picker set to 03/01/2021, 'Consultation Type' with a dropdown menu set to 'Case Transition', and 'Consultation Time' with a time picker set to 02:30 AM and a dropdown for 'CT'. Below these is the 'Participants' section, which contains a table with columns for 'Person ID', 'Name', and 'Role'. One row is highlighted in orange, showing '8169424', 'Mouse, Minnie', and 'Child Concerning'. Below the table is an 'Add' button.

7. From the **Previously Involved Persons** list, click to highlight any sibling(s) if applicable, worker and supervisor from list
8. Click **Choose QR**
9. If sibling(s), worker or supervisor not found in list, click **Search** - the **Person Search Criteria** screen displays which allows for a person search
10. From the **Person Search Results**, check the box for the appropriate person and click **Choose**
11. The selected person now displays in the **Previously Involved Person** list; click to highlight
12. Click **Choose** – the **Consultation** screen displays the selected participants in the **Participants** section

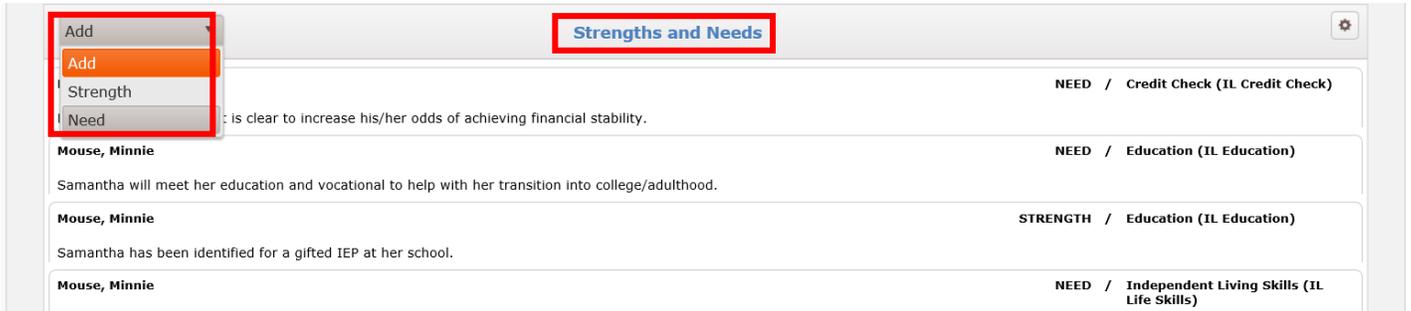
The screenshot shows the 'Add Participants' screen. It features a table titled 'Previously Involved Persons' with columns for 'Person ID', 'Full Name', 'DOB', 'Age', and 'Association(s)'. Several rows are listed, with one row (Person ID 61222) highlighted in orange. Below the table is a 'Search' button. At the bottom of the screen are 'Choose' and 'Cancel' buttons.

Step 4: Add Need

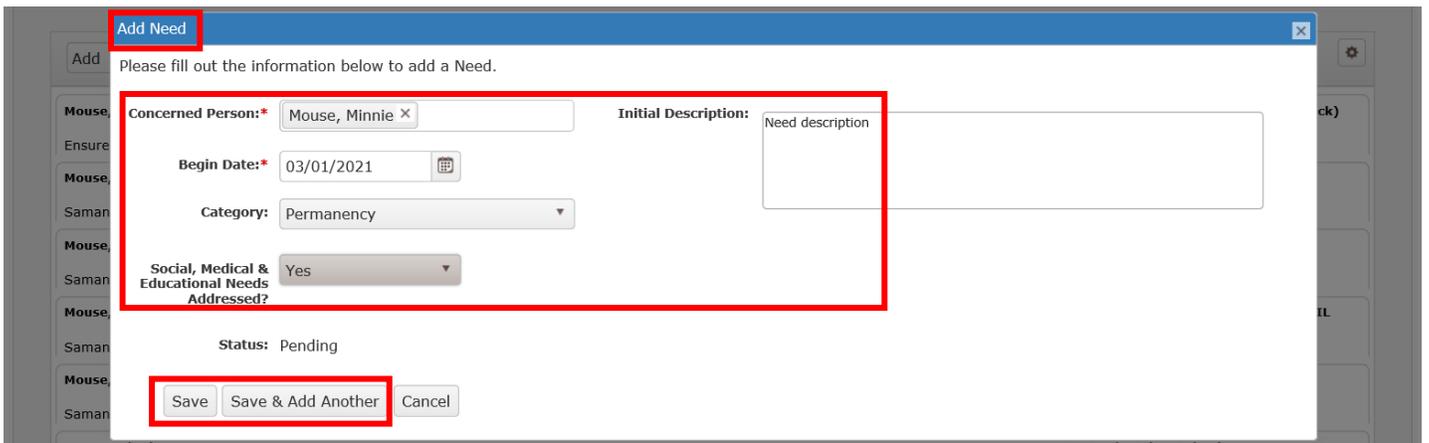
1. From the **Strength and Needs** section, click **Add** drop-down list.

Note: If an applicable need currently exists/displays from previous source activities, a new need record is not required, but only a new action step associated to the existing need. This helps to maintain the history of the existing need.

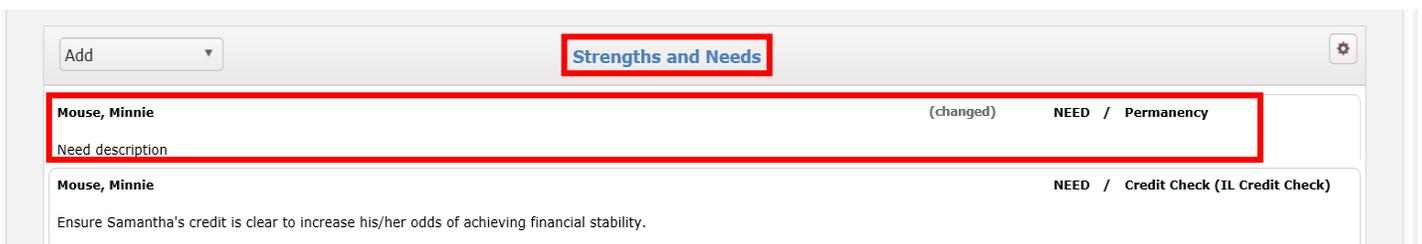
2. Select **Need** – the **Add Need** screen displays



3. **Concerned Person** – select youth from drop-down list; multiple siblings may be selected, if applicable
4. **Begin Date** – enter date; may not be a future date
5. **Category** – select **Permanency** or another appropriate category from drop-down list
6. **Social, Medical & Educational Needs Addressed** – select **Yes**
7. **Initial Description** – enter appropriate narrative
8. Click **Save** or click **Save & Add Another** to add **Need** for additional siblings if applicable



Note: The **Strengths & Needs** section now displays the new **Need**



Step 5: Add Action Step

1. Click the new or existing **Need** row to expand; click **Action Step** icon (blue stairsteps)
2. Click **Add Action Step** - select **Service** from drop-down list - the **Add Service Action Step** screen displays



3. **Start Date** - enter date - may not be a future date
4. **Expected Completion Date** - typically same date as **Start Date**
5. **Service Description** - select one of the appropriate services from drop-down list for non-paid services **OR** skip to #6 below to enter paid service
 - a. **Caregiver Respite**
 - b. **Caregiver Support Groups**
 - c. **Information and Referrals**
 - d. **Legal Services Cost**
 - e. **Material Assistance**
 - f. **Mentoring**
 - g. **Short-term Case Management**
 - h. **Teen Enrichment**
 - i. **Utilities Financial Aid**
 - j. **Whole Family Enrichment**
 - k. **Youth Enrichment**
6. **Service Description** - select **Family First Kinship** from drop-down list for paid services
7. **Responsible County** - system generated when **Service Begin Date** and **Service End Date** are entered

Note: If the **Responsible County** does not display, the primary address for the youth is missing.

8. **Is DCS Expected to Pay?** - field system generated only if **Family First Kinship** is selected in number 6 - select **Yes**
9. **Resource** - optional
10. **Service Begin Date & Service End Date** - enter date range of service
11. **Instructions to Provider** - enter narrative; will display on service authorization for the provider
12. **Responsible Persons** - click **Add**; the **Add Responsible Persons** screen displays
13. **Generic Person(s)** - select Service Provider **DCS Worker** from drop-down list
14. Click **Choose** - the **Add Service Action Step** screen returns, and the **Responsible Person** displays

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Add Service Action Step

Start Date:* 03/01/2021 Expected Completion Date: 03/01/2021

Service Description:* Family First Kinship Responsible County: Rutherford

Is DCS Expected to Pay?* Yes

Resource: (Fiscal Defined Resource)

Service Begin Date:* 03/01/2021 Service End Date:* 03/15/2021

Instructions to Provider:*

instructions to provider

Responsible Persons

Person ID	Name
8169516	Boyle, Dana

10 items per page 1 - 1 of 1 items

Add Delete

15. **Initial Action Step Description** – enter description of service
16. **In Progress** – select **Yes**
17. Click **Save** – the **Consultation** screen is returned

Initial Action Step Description:

description

In Progress? No

Save Save & Add Another Cancel

Note: The **Action Step** may be copied to another youth's Need by clicking the **Copy Action Step** icon, select from **Available Needs** list and click **Copy to Selected Need**. This eliminates entering the same action step for multiple youth.

Strengths and Needs

Clark, Jack Martin (changed) NEED / Support System

test

Add Action Step Action Steps

(changed) SERVICE **Copy Action Step** History

19. Scroll to the bottom of the **Consultation**; enter **Narrative** if applicable – not required
20. Change **Status** from **In Progress** to **Complete**
21. Click **Apply** or **Save**

The screenshot shows a form with a 'Narrative' field containing the text 'narrative not required'. Below the field is a 'Status' dropdown menu currently set to 'Completed'. At the bottom of the form are three buttons: 'Apply', 'Save', and 'Cancel'. The 'Apply' button is highlighted with a red box.

Note: Once the Consultation is in a **Completed** status, the service request will display in Fiscal's queue (assumption is user chose Family First Kinship) which would be a paid service.

Step 6: End Relative Caregiver Episode

1. From **Person Home Page** for youth, click **Quick Actions** drop-down list
2. Select **End Relative Caregiver Episode** from drop-down list – the **End Relative Caregiver Episode** screen displays

The screenshot shows the 'Person Home Page' for a youth named Minnie Mouse. A dropdown menu is open under the 'Quick Actions' section, listing various actions. The 'End Relative Caregiver Episode' option is highlighted with a red box. Other options include 'Add External Assessment', 'Add FCIP Episode', 'End FSS Episode', 'Add Health Service Confirmation', 'Add IPA', 'Add Judicial Diversion Episode', 'Change Permanency Plan', 'Add Probation Episode', and 'Add Resource Linkage Episode'. The 'Person Home Page' title is also highlighted with a red box.

3. **End Date** – enter end date of episode – may not be a future date
4. Click **Save** – the **Person Home Page** is returned

Note: Once the **Relative Caregiver Episode** is end-dated, it will no longer display on the **Workload** screen for the assigned worker. If the youth will not be receiving any further services, it is important that the ongoing/family case be closed also. In addition, if the ongoing/family case is closed *before* the **Relative Caregiver Episode** is end-dated, it will *not* end the **Relative Caregiver Episode**. The episode must *also* be end-dated otherwise, the case will be closed with an active episode in the **Non-Custody** link.

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Non-Custody Episode Header

Type: Relative Caregiver Begin Date: 03/01/2021

End Relative Caregiver Episode

End Date: * 03/18/2021

Save Cancel

Note: To view the episode once end-dated, click **+more** to locate in **Electronic Case File** as shown below.

5. Click **select** to view episode **Begin Date** and **End Date**
6. Click **Close** to exit and return to **Person Home Page**

Electronic Case File Search Criteria

From Date: Event Type(s): Relative Caregiver Episode ×

To Date: Include 'Created In Error' events:

Search Clear Form

Electronic Case File Search Results [View Full Narrative](#)

	Begin Date	Event Type	Status	End Date
select	03/01/2021	Relative Caregiver Episode	Closed	03/18/2021

10 items per page 1 - 1 of 1 Items

Close Print

You have completed this storyboard.